



**#B401**

## **SMARTGOV PORTAL – PUBLIC USER GUIDE**

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# SMARTGov PORTAL - PUBLIC USER GUIDE



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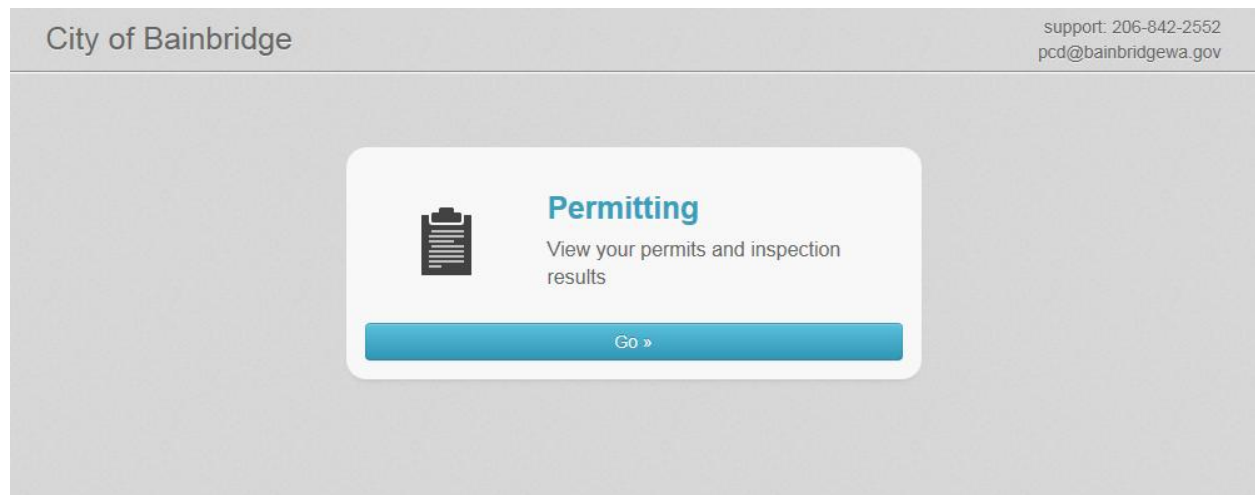
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## SMARTGov PUBLIC PORTAL

The public portal allows the general public, such as contractors, home builders, and the general community to apply for and pay for permit fees online via a standard web browser. This is via secured logged on account.

The following recommended browsers should allow for the most optimal experience:  
Internet Explorer 8 and higher or Google Chrome



## VIEW PORTAL INFORMATION - PUBLIC

**Public View** - information is available to the public user. Creating an account is not required but the information that can be viewed may be limited depending upon the configuration setup.

### Permitting

- Search for Permits (simple and advanced)
  - View Permit Information marked as public
  - View Permit on the map
- View the Inspection Schedule
- View Public Documents
- View Public Reports

The screenshot displays the 'Permitting' section of a public portal. At the top, there's a header with 'Permitting' on the left and 'support:' on the right. Below the header, a yellow banner asks 'Need to view permits, pay, or request inspections?' with 'Sign Up »' and 'Log In' buttons. A search bar prompts users to 'Search permits by #, address, name, or contractor'. The main content area features three large cards: 'Pay online' (with a dollar sign icon, 'Pay your permits quickly and securely', and a 'Pay »' button), 'My inspections' (with a house icon, 'Request an inspection when you are ready', and a 'Request »' button), and 'My permits' (with a clipboard icon, 'Review your permits and inspection results', and a 'View »' button). Below these cards is a section titled 'Other services' containing four icons: 'Advanced search' (magnifying glass), 'Inspection schedule' (calendar), 'Reports' (circular arrow), and 'Documents' (document icon).

## SIGN UP - CREATE AN ACCOUNT

In addition to seeing general information about permit, online users can create an account giving the user access to the private details of the permit. The user will also have the ability to view and upload files, pay for permits and receive emails and track the permit as it moves through the process.

### Sign Up

- Click **Sign Up** in the upper right corner of the **Main Page**
- Click **Sign Up** on the **Permitting Main Page**



### Wizard - Step 1 (Account)

- **Email Address** - enter a valid email address
- **Password** - must be a minimum of 8 characters
- **Confirm Password** - re-enter the password
- **Access Code** - this step can be skipped or entered if the user knows the code
- **Next**

A screenshot of the 'Account Sign Up' wizard step. It features three progress indicators at the top: '1 Account' (active), '2 Contact', and '3 Review'. The form includes fields for 'Email Address' (with a 'Valid Email Address' hint), 'Password\*' (with a 'Minimum 8 characters' hint), and 'Confirm Password:' (with a 'Re-enter password' hint). Below these is an 'Access Code' section with a 'Code:' field and a note: 'The access code will help associate your new account with any permits you may already have applied for. Don't have one? Skip this step.' A blue 'Next >' button is at the bottom.

### Wizard - Step 2 (Contact)

- **First Name** - enter first name
- **Last Name** - must be a minimum of 8 characters
- **Confirm Password** - re-enter the password
- **Access Code** - this step can be skipped or entered if the user knows the code
- **Next**

A screenshot of the 'Contact Information' wizard step. It features three progress indicators at the top: '1 Account', '2 Contact' (active), and '3 Review'. The form includes fields for 'FirstName:\*', 'LastName:\*', 'Address:', 'City:', 'State:' (a dropdown menu showing 'AL'), 'Zip Code:' (with a hint 'e.g. 12345 or 12345-6789'), and 'PhoneNumber:' (with a hint 'e.g. 555-555-5555'). At the bottom are 'Previous' and 'Next >' buttons.

### Wizard - Step 3 (Review)

- **Edit** the account or contact information
- Click the “**I agree to Terms & Conditions**” checkbox
- Click **Create my Account**

1 Account 2 Contact 3 Review

Review the information below

Account [edit](#)

Contact [edit](#)

☐ I agree to the [Terms And Conditions](#)

[Create my Account](#)

A **verification email** will be sent to the email address used during account setup.

A message displays on the screen allowing the user to resend the email or update the email address (typos)

Once verified the user will login in to the portal to view private information.

Verify your email address to access all of our services. A verification message was sent to email address

[Resend verification](#) [Update email address](#)

Your account has been created for the portal. Please click on the link below to verify your account.

[Verify](#)

### Subsequent Log In

- Click **Log In** in the upper right corner of the **Main Page**
- Enter **Email Address**
- Enter **Password**

[Sign Up or Log In](#)

email

password

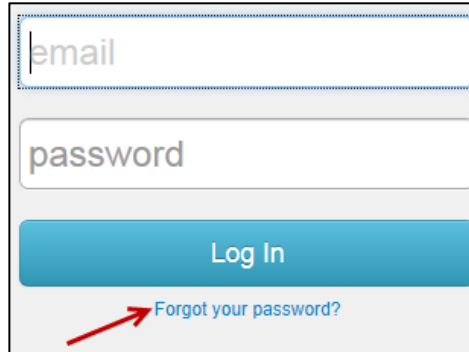
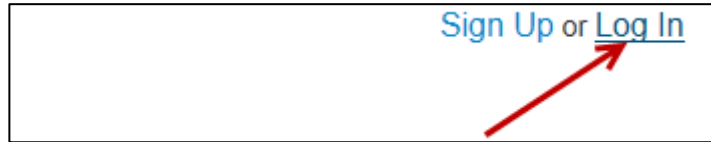
[Log In](#)

## RESET PASSWORD

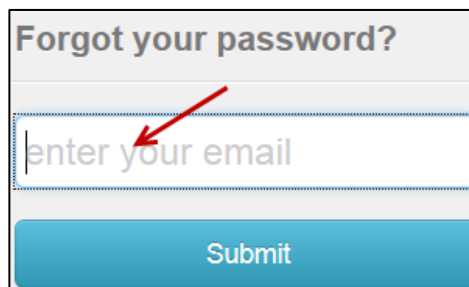
Once the account has been created the user will need to login with the email address and password to see the private details of the case as well as request inspections and see inspection results. If the user forgets the password, please follow these steps:

### Reset Password

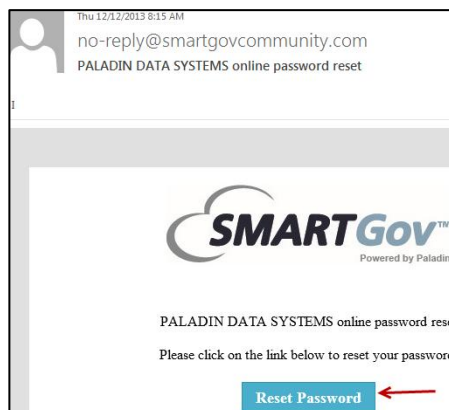
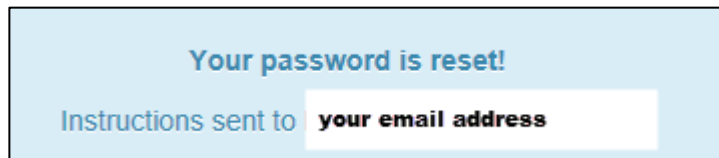
- Click **Log In** in the upper right corner of the **Main Page**
- Click **Forgot your password?**



- Enter the **email address**
- Click **Submit**



- A note appears at the top of the screen stating an **email notification has been sent**
- Go to your email to click **Reset Password**



- 
- Enter **New password**
  - Re-enter **New Password**
  - Click **Change Password**

**Choose your new password**

password

re-enter password

Change Password

**Choose your new password**

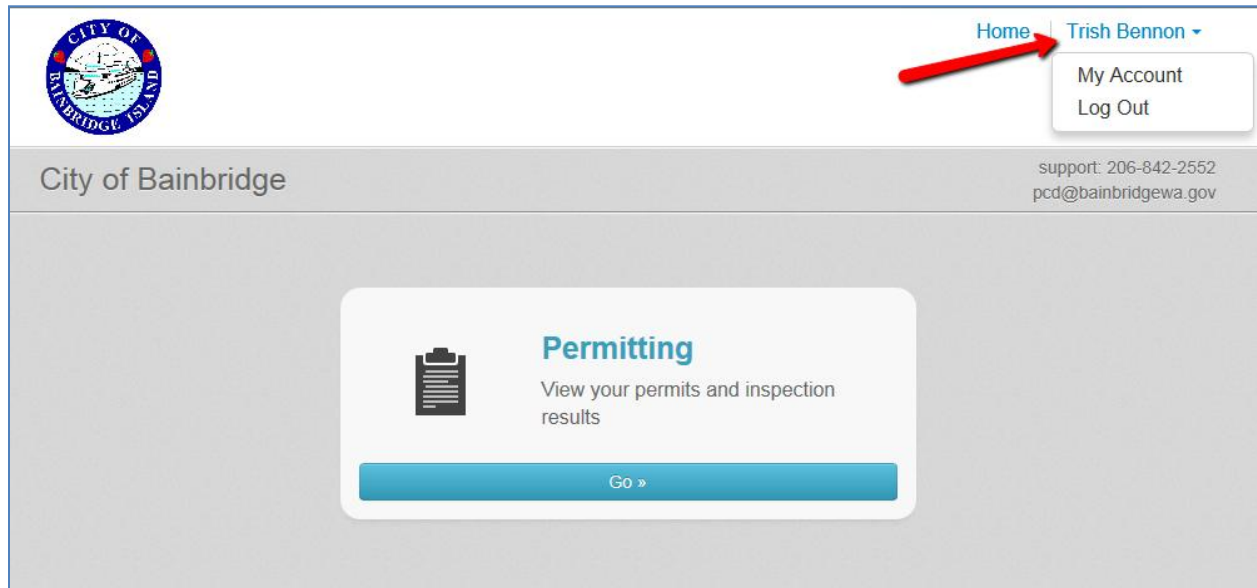
⚠ Must be between 8 and 20 characters

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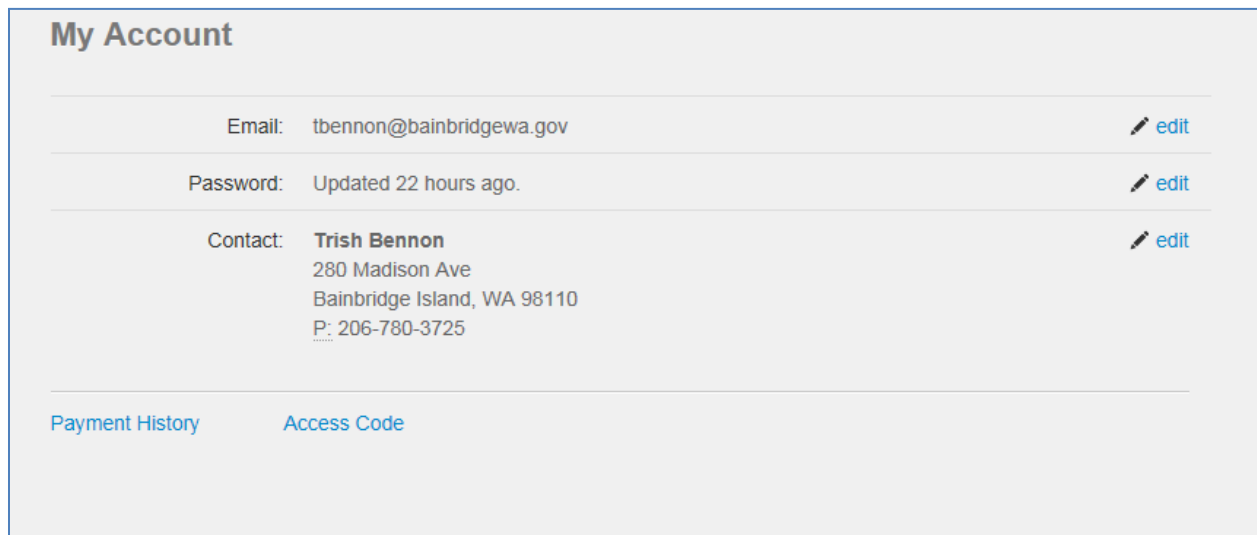


## MANAGE ACCOUNT

Once the account has been set up and the user is logged in, account information can be maintained via the “My Account” link.



The contact information can be edited, payment history can be viewed and access codes can be updated. **Contact your jurisdiction to obtain the Access Codes.**

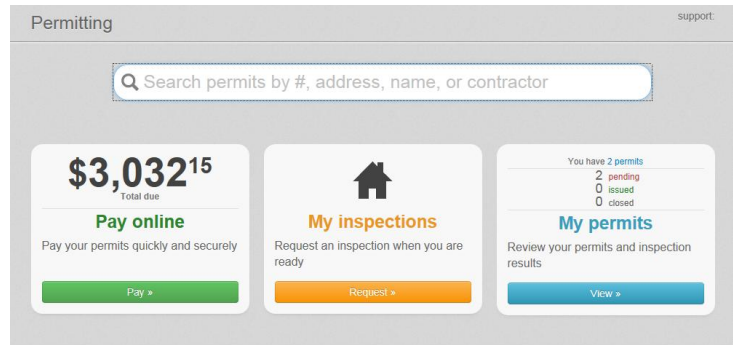


## VIEW PORTAL INFORMATION - PRIVATE

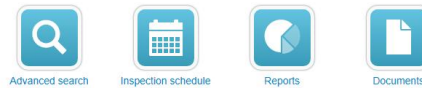
**Private View** - Once the account is created and the user is logged in, additional information and functionality is available. Any portions of the permit or public notice marked as private will display.

### Permitting

- Search for Permits (simple and advanced)
  - View Permit Information marked as public and private
  - View notes attached to the permits
  - Receive notification emails when events happen against a permit
- Pay for Permits
- View the Inspections attached to the permit
- Request an Inspection
- View permits attached to the account
- View the Inspection Schedule

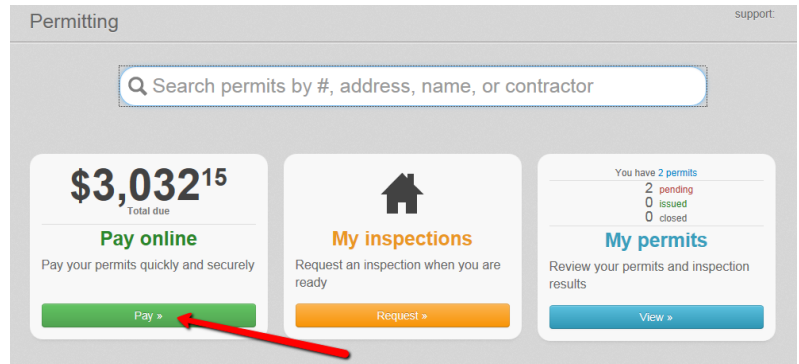


#### Other services



## Pay Online

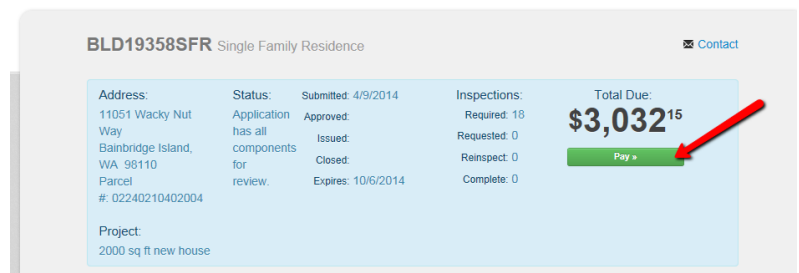
You can either click the Pay Online button on the home screen



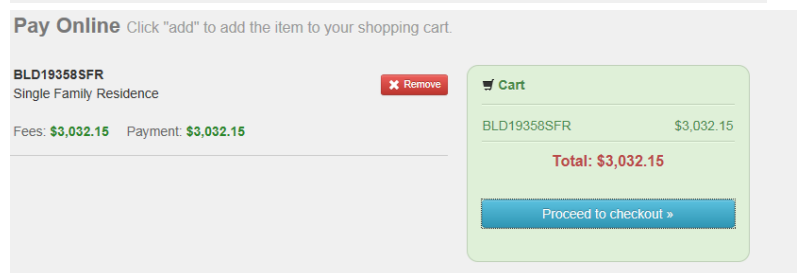
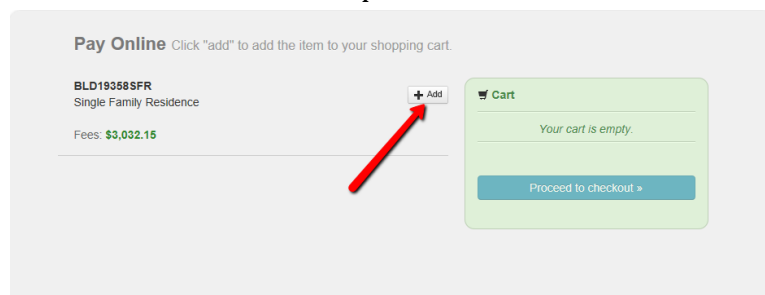
Or from the permit click the **Green Pay** button



[Home](#) | [Trish Bennon](#)



- **Add** on one or more permits to the cart



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- **Proceed to Checkout**

Review your payment

| Permit      | Payment    |
|-------------|------------|
| BLD19368SFR | \$3,032.15 |
| Total:      | \$3,032.15 |

[edit invoice](#)

[Proceed to Payment »](#)

- Click **Edit Invoice** to make changes (if applicable)
  - Click **Proceed to Payment**
-

## Request an Inspection - My Inspections

**NOTE:** Inspections will only be available to request after the permit is in an ISSUED state.

### From the Main Page of Permitting

- Click the **Request** button under My Inspections

The screenshot shows the 'Permitting' main page. At the top is a search bar labeled 'Search permits by #, address, name, or contractor'. Below this are three main sections: 'Pay online' with a total due of \$3,032<sup>15</sup>, 'My inspections' with a 'Request' button, and 'My permits' showing a summary of permit status (2 pending, 0 issued, 0 closed). A red arrow points to the 'Request' button in the 'My inspections' section.

- Select the **Permit Number** from the drop down list
- Select an **Inspection Type** from the list
- Click the **Calendar** to view availability
- Enter the Requested For Time (optional)
- Enter Comments (optional)
- Click **Request Inspection**
- A confirmation email will be sent to user

The screenshot shows the 'Request an Inspection' form. It includes fields for 'Permit' (a dropdown menu), 'Inspection Type' (a dropdown menu), 'Requested For' (a date field), 'Requested For Time Slot' (a time field), and 'Comments' (a text area). A red arrow points to the 'Request Inspection' button at the bottom.

## Request an Inspection - Inspections Schedule

### From the Main Page of Permitting

- Click the **Inspection Schedule** icon (the calendar displays)

The screenshot shows the 'Other services' section of the Permitting main page. It contains four icons: 'Advanced search', 'Inspection schedule', 'Reports', and 'Documents'. A red arrow points to the 'Inspection schedule' icon, which is a calendar.

- Select an available **date**



## Request an Inspection - My Permits

### From the Permit

- Click the **Request** button

**SFR-GAR-2013-002** Single Family Residence - Garage Map Contact

|   |  |   |   |                                       |
|---|--|---|---|---------------------------------------|
| Address:<br>2310 115TH PL SW<br>EVERETT, WA<br>98204<br>Parcel<br>#: 01039100000800 | <b>Status:</b><br>Permit<br>has been<br>issued | Submitted: 6/11/2013<br>Approved: 6/11/2013<br>Issued: 6/11/2013<br>Closed:<br>Expires: 12/8/2013 | Inspections:<br>Required: 17<br>Requested: 0<br>Reinspect: 0<br>Complete: 0 | Total Due:<br><b>\$0<sup>00</sup></b> |
|---|--|---|---|---------------------------------------|

[Request](#)

- The **Permit Number** defaults
- Select an **Inspection Type** from the list
- Click the **Calendar** to view availability
- Enter the Requested For Time (optional)
- Enter Comments (optional)
- Click **Request Inspection**
- A confirmation email will be sent to user

| Inspections   |                                 |                        |                         |
|---|---------------------------------|------------------------|-------------------------|
|   | Date                            | Status                 |                         |
| B-Footings  | 6/14/2013 10:00<br>am requested | Awaiting<br>Inspection | <a href="#">Cancel</a>  |
| B-Stem/Foundation Wall/Piers and Masonry                      |                                 |                        | <a href="#">Request</a> |
| Storm and Footing Drains at Building Perimeter                |                                 |                        | <a href="#">Request</a> |
| Building - Under Slab (Covers Ground Plumbing and Mechanical) | 6/18/2013 10:00<br>am requested | Awaiting<br>Inspection | <a href="#">Cancel</a>  |
| B-Floor Framing   |                                 |                        | <a href="#">Request</a> |
| B-Rough Electrical  |                                 |                        | <a href="#">Request</a> |

**NOTE:** Users may send cancellation requests for Inspections that have been requested but not scheduled.

## View Permits

All details flagged as Public and Private View display

**SFR-GAR-2013-002** Single Family Residence - Garage [Map](#) [Contact](#)

|  |  |  |  |  |
|--|--|--|--|--|
| <b>Address:</b><br>2310 115TH PL SW<br>EVERETT, WA<br>98204<br>Parcel<br>#: 01039100000800 | <b>Status:</b><br>Permit<br>has been<br>issued | <b>Submitted:</b> 6/11/2013<br><b>Approved:</b> 6/11/2013<br><b>Issued:</b> 6/11/2013<br><b>Closed:</b><br><b>Expires:</b> 12/8/2013 | <b>Inspections:</b><br><b>Required:</b> 17<br><b>Requested:</b> 2<br><b>Reinspect:</b> 0<br><b>Complete:</b> 0 | <b>Total Due:</b><br><b>\$0<sup>00</sup></b> |
|--|--|--|--|--|

[Request »](#)

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**Approval Steps**

**Contacts**

**OWNER:** WABALUKU GEDEON N & BUKA PEMBA C  
2310 115TH PL SW  
EVERETT, WA 98204

**APPLICANT:** Secretst, Lynn  
19362 Powder Hill Pl.  
3607792400

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**Parcels**

| Parcel         | Owner                            | Address                               |
|----------------|----------------------------------|---------------------------------------|
| 01039100000800 | WABALUKU GEDEON N & BUKA PEMBA C | 2310 115TH PL SW<br>EVERETT, WA 98204 |

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**Submittals**

Required Submittals

| Submittal              | Required | Received  | Accepted |
|------------------------|----------|-----------|----------|
| Application            | Yes      | 6/11/2013 | n/a      |
| Business License       | Yes      | 6/11/2013 | n/a      |
| Contractors License    | Yes      | 6/11/2013 | n/a      |
| Building Plan-2 Copies | Yes      | 6/11/2013 | n/a      |
| Site Plan - 4 copies   | Yes      | 6/11/2013 | n/a      |

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**Approval Steps**

These steps track the City's approvals. If you have any questions contact us at (425) 263-8000.

| Step                                   | Status   | Date      |
|--|----------|-----------|
| Building Department                    | Approved | 6/11/2013 |
| Engineering Department                 | Approved | 6/11/2013 |
| PW Director or Designee Approval       | Approved | 6/11/2013 |
| Planning Department                    | Approved | 6/11/2013 |
| Planning Director or Designee Approval | Approved | 6/11/2013 |
| Fire Department/Fire Marshal           | Approved | 6/11/2013 |

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**Conditions**

These are the conditions of your permit.

All Contractors & Subcontractors are required to have a City of Mukilteo Business License.

Per the IBC the City may require that the property owner obtain a special inspection (such as topography, foundation types, unstable conditions, or soil types) prior to City approval. The cost of these inspections will be the responsibility of the property owner.

All improvements shall be constructed in accordance with the approved site, civil and building plans.

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**Notes**

Relay information via notes then publish on the portal

6/11/2013      Appendix A .pdf